

Eddie Sleeper

From: Michaelene Grauf <mikkishawn@hotmail.com>
Sent: Monday, January 15, 2018 9:19 PM
To: Eddie Sleeper
Subject: Testimony for 1/16/18 house energy policy committee

Dear House energy policy committee members, My power was shut off by DTE on 11/1/17 at my home where my husband and 3 young children live. I owed DTE no money and was in good standing with my account. When I came home from work on 11/1 to a cold house, I immediately called DTE to resolve the issue by scheduling an appointment to get the ami meter installed. To make a very upsetting and long story short, I spent the next 5 days on the phone with different people at DTE, was told many different things by each person and was even on hold for SEVEN HOURS on 11/2 with the supposed special line that was set up to resolve issues like mine (the name of that special group escapes me). After being on hold 7 hours, I had to hang up because it was then after 4:30 pm which was their closing time (even though I was assured by DTE that I would be helped even if I was in the que before their closing time...another nugget of info I was told that turned out to not be true). The bad service I was receiving came to a head when I spoke to a female supervisor on that Saturday when she told me it would be another 2-3 business days before my power was restored. She lacked any empathy or sympathy for me and the situation I had been in for several days at that point. Not only did I have no power but we also had well water which was operated by an electric pump....no water. She was curt and rude and I was left deeply upset after that terrible phone call. My 6 day torture from DTE was physically taxing and mentally draining and affected my whole family in a bad way. I do not think my desire to keep my analog meter, in any way, justified the treatment I received from DTE when I relented and tried to make an appointment to get the ami meter. As I told the supervisor on the phone that Saturday, I feel like I was being punished for putting off making an appointment for the new meter installation. It's that simple.

Kind regards,
Michaelene Grauf
Washington twp.

Sent from my iPhone